



Medicaid Health Homes Frequently Asked Questions

What is a health home?

A health home is not a building or a place for someone to live. It is a comprehensive and intense method of care coordination. A health home integrates and coordinates all services and supports to treat the “whole-person” across the lifespan.

Who can have a health home?

Medicaid health homes are intended for people with certain chronic conditions, like diabetes, asthma, or mental illness. These people must be Medicaid consumers. They can be consumers who also receive Medicare along with Medicaid.

Does a health home provide all services a person needs?

No. The health home coordinates and manages care. It also provides supports and referrals for the person and their family. Health homes do not replace services like doctor visits, prescription drugs, hospital care, or therapies. Health homes also do not replace support services received at home or in the community, like personal care.

Does a health home send a nurse to my house or do I have to go live there?

Neither. A health home does not provide people who support you in your home. A health home is not a place where you live.

How do health homes improve health?

Health homes help people live healthier lives by making sure:

- Important information is shared among providers and with consumer
- The consumer has the tools needed to help manage his chronic condition
- Needed screenings and tests are done when they should be
- Unnecessary emergency room visits and hospital stays are avoided
- Community and social supports are in place to help maintain health

How will health homes be provided in KanCare?

It will be a partnership between the KanCare managed care organizations (MCOs) and a health home partner (HHP), which could be any one of a many different types of providers, like:

- Doctors
- Clinics
- Community mental health centers (CMHC)
- Community developmental disability organizations (CDDO)
- Other providers who meet the requirements and contract with an MCO

The Health Home Partner can also have an agreement with another provider to help provide the health home services.

How is a health home different from having a case manager?

A health home provides many services that a case manager also does, but health homes make sure:



- All the people who provide your care work together to give you quality health care. Your KanCare MCO would be part of your Health Home.
- You get a person, called a care coordinator, who will coordinate all your care among all your providers
- Your care coordinator will ensure you get what you need when you need it
- That person will help you stay healthy, out of the emergency room and out of the hospital, and in the community

Can I still keep my case manager and be in a health home?

If your case manager works for your Health Home Partner, they will still provide you services through the Health Home. If your case manager doesn't work for your Health Home Partner, the Health Home Partner or your KanCare MCO will have an agreement with your case manager so you can receive services from your case manager.

Who decides when a person needs a health home?

Most of the time, MCOs will identify a person based on their medical or behavioral conditions. MCOs will also look at the amount and type of services the person has been using. The person will receive a letter telling them about the health home assignment. They will have a chance to "opt out" (choose not to be in a health home). They can also choose a different health home at that time.

What services are provided by the health home?

Health homes provide these six core services:

- Someone helping you develop a health action plan to guide you and your doctors and other providers
- Someone meeting with you to help to make sure you get the right services at the right time.
- Help to learn about your conditions and how you can help yourself be healthier.
- Help when you come out of the hospital to make sure you can get to important follow-up visits to doctors or other providers.
- Understanding how your family or other helpers and caregivers support you to reach your health goals.
- Making sure you get other services and supports you need to stay in your home.

Do I have to pay for health home services?

No. There is no additional cost to you for these services.

Are there health homes right now in Kansas?

Not yet. Beginning July 1, 2014 there will be health homes in KanCare, the Kansas Medicaid program. The work to define everything required for health homes in KanCare is going on right now.

How can I find out more about health homes?

You can check out the health homes page on the KanCare website, http://www.kancare.ks.gov/health_home.htm, e-mail your questions to healthhomes@kdheks.gov, or call 785-296-3981.